



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

INFORMATIONAL LETTER NO. 787

March 19, 2009

TO: Iowa Medicaid Home and Community Based Services (HCBS) Individual Consumer Directed Attendant Care (CDAC) providers, Case Management

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise

RE: CDAC Documentation Training DVD Evaluation and Acknowledgement Forms and Important Updates

In late 2008, Informational Letters No.760 and 764, announced a new CDAC documentation form and related training classes, both mentioned that a training DVD would be available after January 1, 2009. The DVD is enclosed in this package.

The CDAC Comprehensive Services Documentation Training DVD includes three parts.

Part 1 is an overview of CDAC services.

Part 2 is step-by-step training on three key documents for CDAC providers: the CDAC Agreement, the new CDAC Documentation Form, and the claim form.

Part 3 is a Questions and Answer segment.

*****Special Note: The instructions for calculating Total Units per Month on page 12 of the CDAC Agreement are not included. Please direct any questions regarding how the Total Units per Month are calculated to the Consumer's Case Manager or use the template version available online.**

Participants will also find a Training Evaluation Form and the Acknowledgement of Training included with the CDAC Documentation Training DVD. Please complete and return this form to the Iowa Medicaid Enterprise before **April 15, 2009** to confirm you have viewed this training.

**Mail to: IME Provider Correspondence
P.O. Box 36450
Des Moines, IA 50315**

Thank you for your service to Iowa Medicaid consumers. Any questions should be directed to our specialized CDAC call center: 1-800-338-7909 (option 3) or locally in the Des Moines area at (515) 725-1004 (option 3). **Funding for the production of this DVD was made possible in part by the federal Centers for Medicare and Medicaid Services (CMS) Medicaid Infrastructure Grant (MIG) #1ACCMS030223.**

BACK PAGE →

***Important note for CDAC Providers

IME staff has been reviewing the new Daily Service Record documentation forms from select CDAC providers since the recent requirement to use the form was announced. These reviews have revealed some consistent problem areas where providers should pay special attention. Remember: forms that are not completed correctly may result in a provider being required to re-pay money that has been paid for CDAC Services. Please consider the four points below:

- 1) **Column 10, “Description of the Services I performed for the Consumer”:** This is where the services given during a day or a shift need to be **detailed**. This is a required field and must be completed every day or every shift.
 - a) Current findings show entries such as “make food,” “errands,” “clean up,” “housekeeping.” These examples are not sufficient in their level of detail. Providers must describe each service beyond the label description of each component. If providers are approved to perform housekeeping services, entering the Service Code in column 8 shows that housekeeping services were performed. Column 10 is where providers need to write what housekeeping, meal prep, running errands, etc. actually entailed. Instead of “housekeeping,” providers need to enter what housekeeping was done. For example, instead of “housekeeping,” the provider would need to enter “vacuumed living room,” “washed dishes after lunch,” “cleaned the toilet, sink, and bathtub in the bathroom.” This level of detail is required so that when the documentation is reviewed, the amount of time being claimed for that day or shift can be compared to the services performed to determine whether or not the time claimed is appropriate. If less detail is used, the documentation will not pass review or audit, putting the provider at risk of having the money that has been paid to them taken back by the IME.
 - b) Current findings show entries such as “gave her a lot of attention” and “provided companionship.” Companionship, monitoring, attention and leisure activities are not covered under the CDAC Program. The service must be medically necessary and approved in each CDAC Agreement. CDAC Providers may not bill the time taken to provide companionship services.
 - c) Taking care of a Consumer’s pet is also not covered under the CDAC Program. Current findings show that some providers are billing to walk a consumer’s pet, clean cages, cat litter, etc. This is not payable, and billing for these services puts the provider at risk of having the money that has been paid to them taken back by the IME.
- 2) **Column 11, “How did it go? Did I notice anything to be concerned about?”** This is where consumer response needs to be noted in detail. This is a required field and must be completed every day or every shift.

Current findings show that providers are entering such phrases as “fine”, “ok”, “no concerns”, “good”, “everything as usual”. This level of detail is not sufficient. The consumer will usually have some kind of change during the course of a day, some kind of response to the services given. For example, phrases such as “consumer was more tired today than usual”, “consumer ate more than usual”, “it took 30 minutes for dressing today and it usually takes 15 minutes” are all acceptable entries. If there is truly no change in the consumer for that day or shift, there needs to be some level of description to what did not change. For example, “no change in the level of mood swings shown by consumer”, “no change in the consumer’s appetite”, “no change in the consumer’s balance” are all acceptable entries.
- 3) **Column 9, Actual Hours of CDAC Services:** It is important that providers look over their time entries to make sure they are correct and that the numbers are calculated correctly to come up with the number entered in **Box 12, Total Hours**. Current findings show that there are many miscalculations.
- 4) **Providers should make sure that they are completing all required fields.** The only field that is not required on the Daily Service Record is box 13, Consumer Signature. All other fields are required.